



REFLEXIS  
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## SUMMARY



**Customer**  
AutoZone

**Industry**  
Retail

**Challenge**  
AutoZone was faced with complex scheduling challenges and unique needs across its stores that their rigid legacy WFM platform could not handle.

**Solution**

Workforce Management

- Reflexis Workforce Scheduler™
- Reflexis Time & Attendance™

**Results**  
AutoZone leveraged Reflexis solutions to generate an ROI of up to \$100 million in savings over seven years. With Reflexis, AutoZone can quickly generate accurate budgets, schedules, and forecasts that factor in weather, operating hours, and more. Reflexis' ease of use eliminates the need for AutoZone IT to modify the labor model.

# AutoZone Saves \$100 Million in Seven Years Using Reflexis

AutoZone is the largest retailer and a leading distributor of automotive replacement parts and accessories in the United States. Based in Memphis, Tennessee, they operate 6,000-plus stores across North America and Brazil, and maintain a robust online presence to support their various brands and banners.

Since their launch in 1979, AutoZone has focused on outstanding customer service, with store employees who provide expert product knowledge. However, as AutoZone grew, they found it increasingly challenging to plan and execute their labor operations strategy while providing a great customer experience.

## Company Challenges

AutoZone's scheduling needs are complex, as stores frequently vary in size and operating hours. While each store carries extensive product lines, some stores also act as regional distribution centers, supplying parts to other stores and to commercial customers. Additionally, with as few as two associates working a typical shift, employees often act in multiple roles throughout the day.

Depending on location, product selection, and a range of other variables, individual stores may have very different labor standards. Other factors, from weather conditions to economic upturns and downturns, can dramatically impact customer traffic as well.

The company's rigid legacy workforce management platform comprised several standalone systems and couldn't easily handle this forecasting and scheduling complexity. The platform relied on a custom-built labor model developed and maintained by AutoZone's IT department.

Any change to the labor standard or store attributes—such as operating hours—required the IT department to modify the underlying code. To keep up with real-time demand, the store operations team wanted a system that enabled them to update the labor model without IT assistance. Based on those requirements, in 2012, AutoZone selected Reflexis Workforce Scheduler™ and Reflexis Time and Attendance™.

## Solution

AutoZone chose Reflexis Workforce Scheduler for its ease of use, flexibility, and speed in generating labor schedules for thousands of stores. Facing rising minimum wages and operating costs, accurate and simple scheduling was key to reducing spend without sacrificing the customer experience.

“We selected Reflexis solutions on the basis of their rich feature set, proven reliability, and ability to scale across our enterprise,” said Mitch Major, Senior Vice President of Supply Chain and Customer Satisfaction. Working with Reflexis, AutoZone created a new labor model and streamlined their budgeting, forecasting, and labor scheduling processes.

AutoZone refined their labor model to fit the needs of all their store types and locations. Once AutoZone had defined the project requirements and configured the solution, they rolled out the Reflexis platform in less than three months.

## Benefits

The new workforce management platform resulted in significant ROI, adding up to as much as \$100 million in savings over seven years. With a more flexible and intelligent solution, AutoZone’s store operations teams are able to better account for their unique sales and labor drivers, generating more accurate budgets, forecasts, and schedules. With advanced algorithms and rules-based automation, Reflexis Workforce Scheduler can easily accommodate the many variables at play, including store types and sizes, individual departments, required workforce roles, locations, and regional labor laws. This enables AutoZone to create accurate labor forecasts at each store (to the 15-minute interval) and precisely align schedules with demand.

AutoZone also found that sales tenure is important: experienced associates close more sales. Workforce Scheduler helps them ensure that those experienced associates are scheduled on the floor during peak sales hours. The system supports scheduling fairness as well, improving engagement and retention.

Additionally, via Reflexis Time and Attendance, managers can accurately see employee clock-in and clock-out activities. They also receive alerts about impending labor violations and can respond proactively to avoid fines and overtime costs. With the Reflexis system, AutoZone can match ever-changing business needs with employee availability in individual stores and departments.



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